



Business Insight Analyst



Job description – Business Insight Analyst

Reporting to a Senior Business Insight Analyst

People responsibility:

- Direct reports = 0
- Indirect reports = 0
- Total employees = 0

Work Location:

This role will be hybrid with an expectation of working from home and from various office locations across the organisation also.

Summary of role:

This role of Business Insight Analyst will work as part of a team specialising in one of three areas:

- Homes (property, investment and repairs)
- Care and Central Services
- Customer (all aspects of understanding our customers and services they use)

The Business Insight Team will be at the heart of delivering our refreshed approach to Data and Business Intelligence. In this role you will work closely with colleagues within the team to advise on data, update and maintain existing reporting and create and analyse data extracts or additional data from existing reports and queries. You will also play a central role in the design and delivery of the Performance Reporting Framework, working on ways to enhance the data and quality checking performance reports, such as KPI's/metrics.

You will also complete analysis pieces on data from our existing reporting to support with service reviews, demand analysis or to understand current performance further. Through this work you will play an integral part in Business Intelligence and Change which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- Responsible for prioritising and delivering all reporting requests to the Business Information team.

- Support the Business Insight team on the delivery of the data management strategy.
- Develop and maintain a strong understanding of information held, in order to be able to make informed judgements as to how best to correlate information to produce comprehensive, accurate and meaningful management information
- Work in partnership with the business, ICT and third parties as required to design and commission business information developments including new sources of data
- Develop, automate and maintain user friendly, 'self-serve' formats for the production of regular business information to support performance monitoring, internal and external reporting, decision making and continuous improvement
- Respond to prioritised ad-hoc information requests in a timely manner, obtaining data from a variety of different sources
- Support and guide other staff in the appropriate development and use of business information outputs, tools and techniques
- To support specific business initiatives, creating, interpreting and embedding new measures as required, to support the development of the business
- Produce analytical and interpretative reports to identify key business trends affecting the Group's strategic aims
- Attend meetings and work as a trusted partner within the business as required to promote the effective interpretation and use of business information, and to develop and maintain a good understanding of evolving business needs
- Perform other relevant duties as required

Additional responsibilities:

- Support a relentless drive to deliver value for money, customer focus and an improve it mentality across the team.
- Ensure that all the Group's corporate policies are implemented within the post holder's services, including:
 - Health and safety
 - Equality, diversity and inclusion
 - People management
 - Performance management
 - Financial management & probity
- Data Protection:
 - To follow the Data Protection principles in all work activity
 - To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Business Insight Analyst;

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management. (Essential)
- Experience in a technical, analytical or data role (minimum 3 years). (Essential)
- Extensive knowledge and experience of providing business information and statistical analysis. (Essential)
- Able to communicate complex information in a concise and accessible way to a variety of audiences. (Essential)
- Knowledgeable and up to date regarding technology and digital aspects of portfolio. (Essential)
- Ability to manage tight competing deadlines, and ensure a heavy workload can be managed and delivered effectively. (Essential)
- Excellent written and verbal communication skills, and good experience of building excellent relationships with stakeholders. (Essential)
- Presenting data and business information in a relevant and impactful way to senior managers and directors. (Essential)
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. (Essential)
- A strong commitment to Equality, Diversity and Inclusion. (Essential)

Additional specialist skills and qualifications to be successful in this role:

- Advance SQL Server skills, including query performance optimisation, aggregation and automation. Experience formulating ETL routines. (Essential)
- Ability to use visualisation tools including PowerBi. (Essential)
- Knowledge of webpage development using JavaScript, HTML or CSS. (Desirable)
- Experience in driving service change and improvement in business information solutions. (Desirable)
- Qualifications in either a data or mathematical based subject. (Desirable)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Business Insight Analyst.

You will be required to complete continuous professional development, to further support your role and the Group.

